

StarQi Pen User Manual

EN



starQi

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General Directions

Please read and follow the instructions of the starQi Pen before the first use.

The device should be used exclusively with original accessories. In the case of technical defects, the device must be returned to the manufacturer who will perform the appropriate repairs. Please contact the importer/supplier or the seller of the device in this case.

The starQi Pen is an electronically operated device which must be handled with appropriate care.

Disclaimer

For any damages and/or injuries resulting due to improper usage or for all possible consequences resulting from the utilisation of the starQi Pen, StarQi GmbH accepts no legal responsibility to third party claims.

The starQi Pen is associated with the field of naturopathic medicine. The application can assist with the diagnosis and treatment, however, is expressly not a medical treatment and does not replace a doctor. StarQi GmbH distances itself from any diagnoses, medical statements or promises of healing.

Malfunctions

The starQi Pen is an electronically operated device. Note relevant information that could affect the operation of electronic equipment in your area. The function of the device itself may be impaired by strong interference caused by powerful electric motors, static discharge and other electronic devices. This can cause a range of problems e.g. problems with data transmission up to malfunctions. In some cases this can lead to total failure of the device. If this is the case, eliminate potential sources of interference. Then connect the unit for about 5 seconds to the included AC adapter (5VDC/1A) (the power supply must be connected to the mains supply). This initiates a device reset (during a reset, the pen will flash briefly). You can then use the device normally. If further malfunctions are observed and the previously mentioned steps do not fix the problem, the device must be taken out of service and sent to the service centre for a technical review.

Safety Information

Warning: Never point the tip of the starQi Pen directly in the eyes. In some cases the infrared light (IR diode) at the tip can cause damage to the eyes.

Note: The device does not emit ionizing radiation. This radiation can affect or damage the skin and other tissues. In rare cases, skin irritation can occur during or after application of starQi Pen. These usually disappear after 23 days. If the user has pain immunity (e.g. neuropathy) at the measurement or regulation points, the application should take place under medical supervision. The same applies to butterfly children who suffer from a genetic skin disease.

Adhere to the instructions of use. The device may only be applied to the intended skin regions and is not to be misused.

Use only original accessories.

Do not dispose of the device in a fire or expose the unit to temperatures above 80° celsius. The starQi Pen must not be disposed of with normal household waste! Please dispose of the starQi Pen properly in hazardous waste receptacles. You can also return the starQi Pen to our service centre at any time, who will dispose of it. The starQi Pen is 100% recyclable. We separate the waste properly and provide for the conservation of raw materials.

Preface

Before working with the starQi Pen, read this manual carefully. Images and graphics are represented symbolically and may vary from the original.

Please note that an active data connection to the internet is required to use the starQi App. Please take special care when enabling your data connection in roaming areas (foreign networks or abroad). Data roaming means that you receive data across networks of other providers with your phone or tablet.

The data transfer costs may increase if you establish a data connection while roaming. Depending on the settings on your smartphone or tablet, the data connection may be blocked for active roaming. More on this topic can be found in the manual for your smartphone or tablet. StarQi GmbH or cannot be held responsible in any way for, or be held liable for any incurred extra costs.

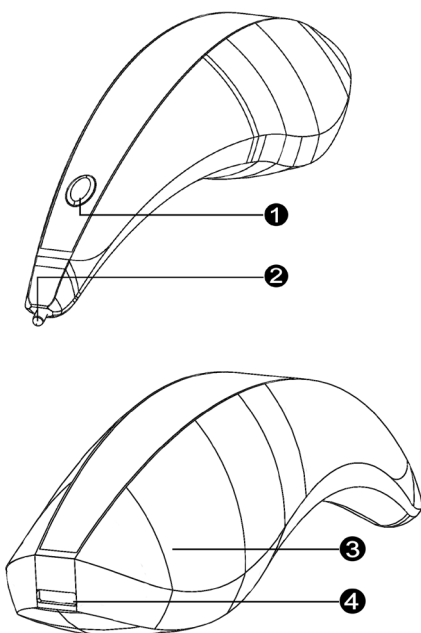
StarQi Tip: A WiFi connection is faster compared to a mobile data connection and the costs are usually lower. If both WiFi and mobile data connections are available, please choose the WiFi connection over the data connection.

Delivery Contents

- starQi Pen
- User Manual
- Charger
- Packaging

Check before use that all the listed components are present and in good condition. Only use original accessories.

The starQi Pen



- 1... Action key
- 2... IR diode
- 3... Handle with lights
- 4... Power jack (5VDC/1A)

Light colours and the Pen's status:

The starQi Pen displays different colours to indicate its current status:

- Turquoise/cyan = Ready for use
- Yellow (fading/flashing) = Charging
- Green (fading/flashing) = Fully charged
- Green (constant) = Ready to start a measurement / regulation by pressing the action key
- Red (constant) = Measurement / regulation active. Press the action key to stop

Purpose and effect

The starQi Pen is one of the most advanced active acupuncture stimulators. Using a special Infrared (IR) lightemitting diode, selected acupuncture points and meridians are stimulated. It is controlled via an easytouse app on your smartphone or tablet.

Measurement and Analysis

Specific meridian points are stimulated using IR pulses with a set energy level. At the same time, these quantities of energy are controlled by the user until there is a stimulus to the subject, shown by reaching a threshold (warm sensation). The evaluation of the measurement results via the app can show a lack of energy, excess energy or blockages of the individual meridians.

Energy Regulation

Depending on the analysis, individual biologically active points can be targeted and stimulated using the starQi Pen in regulation mode. This leads to stimulation of the stimulus pathways, thereby making dissolving blockages and regulation possible.

First Use

Fully charge the starQi Pen before first use (the battery is shipped with a partial charge, and must be fully charged before use). Once you connect the pen to the charger, the pen will turn on and start charging. To speed up the charging process, turn on the starQi Pen by holding down the action key for about 5 seconds. The Quick charge process is indicated by a flashing yellow light. Once the starQi Pen is charged (the pen will flash green), you can disconnect it from the charger. The pen is now ready for use. While the starQi Pen is in use or charging, the outer shell may become heated.

After the first full charge, it is possible to use the device with the power adapter, as well as the battery. The state of charge of the battery is determined by the starQi App, evaluated and displayed graphically. The app provides information on the charging status and tells you when the starQi Pen needs to be charged.

Installing the starQi App

After you have fully charged the starQi Pen, it is ready for use. Install the starQi App on your smartphone and/or tablet you can find this by searching for „starQi“ in the Android PlayStore.

Press the action key on the starQi Pen If the pen is turned on, the pen displays a turquoise light. To turn off the starQi Pen, press the action key again for at least 5 seconds. Now start the app on your smartphone or tablet.



You are now at the user login screen.

If you are not yet a registered StarQi user, please fill out the initial and onetime registration form. After launching the app you will see a welcome screen where you can choose to login (already registered users) or to register as a new user. Please click on „Register new user“.

As a username, please provide one of your active email addresses. You are free to choose your own password.

StarQi Tip: We recommend a minimum password length of eight characters.

After registering you will receive an email which will simultaneously confirm and activate your user account. Sending the confirmation email may take up to an hour. Please also check your spam folder.

When registering, you will be asked for information about yourself, such as your birthday, height, weight and gender. This data is necessary for the correct evaluation of your results. Please enter the required data, complete and correct. Only then can a correct evaluation, regulation and recommendation can be guaranteed.

The data you provide will be with dealt with utmost care and not given to third parties.

If you don't receive an email from us, please contact us at office@starqi.com.

After activating your email address (Username) you can login with your previously chosen password.


Please note that an active data connection is required to use the starQi App.

After successfully registering, you will be redirected to the welcome screen.

In the navigation bar at the bottom of the screen you have the following choices:



By clicking on the Wiki button, you can access our Wiki page with useful content.

By clicking on the user administration button,  you can access your personal data.

App Functions

The starQi App can be used free of charge in the following configurations:

Basic: for one user, medical history, measurement, basic regulation, recommendations - starQi tip, medicinal herbs, nutrition (thermal effect), evaluation - star chart history, fire / water dipole, star chart, five elements fullness/emptiness, Wiki - general meridians and medicinal herbs.

The following configurations provide an occasionally greatly enhanced functionality and are therefore subject to charge:

Lifestyle: available for up to 5 users, includes the Basic Package plus Lifestyle regulation, Beauty regulation, recommendations - diets with grocery lists, minerals, proteins, vitamins, essential oils, magnetic application, evaluation - measurement values history, anabolic/catabolic history, energy average history, correlations - chakras, emotions/psyche, teeth, Wiki - essential oils, food lists, minerals and vitamins.


Sport: available for up to 5 users, including the Health Package plus regulations - Sports, Competition, vertebral body, trigger points.

Health: available for up to 5 users, includes the Lifestyle Package plus regulations health, surface application, neurolymphatic points, neurovascular points, hand reflexology, foot reflexology, recommendations - salts, Asian medicine, evaluation - right/left deviation, measured values hyper/hypo function, blood sugar history, blood pressure/pulse history, correlations - muscles, musculature, joints, yin organs, yang organs, sense organ, Wiki - nutritional tables and Glyx tables.

Professional: available for up to 500 users, including the sport package plus regulations professional, ear acupuncture, recommendations - homeopathic products, homeopathic meridian complexes, phytotherapeutical Meridian complexes, evaluation - Kiviat diagram, correlations - head cavity and cranial nerves.

Clicking the Wiki button gives you access to our Wiki with useful content.

Via the user management, you have access to your personal information.

The information  button can be found on almost every page of the app. Click this button to get helpful information about the currently displayed screen.

In the main menu the current app version and charge state of the starQi Pen are displayed.

The app will remind you when you need to charge the pen. When a battery warning appears, the pen still has approximately 30% battery capacity. Critical battery state occurs when there is approximately 10% of battery capacity available in which case the starQi Pen needs to be recharged. If the battery capacity falls below 10%, you cannot start measuring or regulation. If you connect the charger, you can continue to use your starQi Pen as normal without interruption.

Measuring

If Bluetooth is disabled on your smartphone or tablet, you will get a notification that the starQi App would like to activate Bluetooth. Please confirm this message with „Yes“.

Once Bluetooth is enabled, you can start looking for a starQi Pen. Make sure that your starQi pen is turned on. Then press the button „Search for Pen“. Select your starQi Pen. It is automatically connected after the Bluetooth pairing code 0000 (four zeros) has been entered and confirmed.

Immediately after the starQi Pen is connected to the app, the measurement starts. The pen will light green. Follow the app's instructions during the measurement. The first measuring point is shown on the screen. Place the tip of the pen starQi loosely (do not press) onto the indicated point and press the action key on the starQi Pen. Once you feel an uncomfortable feeling of heat at the measurement point, stop the measurement by pressing the action key again. If you do not feel any reaction and the measurement does not stop itself, it is automatically stopped after a short time. Repeat this for all the points shown.

StarQi Tip: Press the action key to trigger the measurement of a point it should not be held constantly. If you press the action key for longer than five seconds, the starQi Pen turns off. You will find the description for all other functions, such as regulation, correlations, statistics, product recommendations, etc., on the Wiki or in the app.

FCC Note

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help.

WEEE Note

(Waste Electrical & Electronic Equipment)

(Applicable in countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling. Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

This EEE is compliant with RoHS.

RoHS Conformity

On 27th January 2003, the European Parliament and the Council of the European Union authorized Directive 2002/96/EC on waste electrical and electronic equipment (WEEE). This directive encourages and sets specific criteria for the collection, handling and recycling of electric and electronic waste. It also sets requirements for the amount of WEEE collection (separate from households), it holds resellers accountable for providing WEEE returns free of charge, and requires collected WEEE to be treated. The details of these requirements are pending final implementation within the various EU member states.

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Repair and Maintenance

The starQi Pen is designed to be maintenance free. Our service centre can replace worn out batteries at your request.

Repairs or other modifications to the device or its accessories are to be carried out exclusively by the manufacturer. Please contact the general importer/supplier in relation to this or in cases of ambiguity.

Check your system before each use for external damage. In the case of damaged electrical cables or housing, discontinue use immediately and, if necessary, disconnect the device from the mains supply. The instrument and accessories should be put out of operation until the damage is repaired by the service centre.

Please give this product to third parties only with the original instructions!

Cleaning and care

The starQi Pen and its accessories can, if necessary, be cleaned with a damp cloth and common household cleaners or mild surface disinfectants. Other disinfection and cleaning procedures are not necessary for this device.

Do not use organic solvents or strong household detergent as these substances can damage the starQi Pen.

Guarantee

The starQi pen was developed in Austria and is packaged, manufactured, fully assembled and tested in Austria. The production conforms to the ISO9001 quality management rating.

However, if you have a complaint, we regret this incident very much and ask that you contact us immediately. We wish to assure you now that we will do everything in our power to resolve complaints as soon as possible and to your satisfaction.

The starQi Pen, with proper handling, has a warranty for a period of 2 years from the date of purchase.

The warranty covers the cost of any debugging of materials and labour. Transport costs are at the risk and expense of the customer.

Demonstration models come with a warranty period not exceeding 12 months. The warranty period for rechargeable batteries and chargers is 6 months. The replacement of rechargeable batteries must be conducted by our service centre.

StarQi GmbH parts which can be shown to be defective due to manufacturing or workmanship will be replaced in accordance with this guarantee. In this case, this guarantee is not extended. Replacement parts shall become the property of starQi GmbH. Further claims made against this guarantee, in particular those relating to conversion, reduction or damages, are not justified.

Excluded from the warranty are:

- Damages due to local conditions such as installation errors, fire, lightning, etc.
- Consequences of engaging third parties (e.g. opening the device)
- Devices where the manufacturer's number or serial number has been removed, destroyed or manipulated.
- Devices where moisture and/or fracture indicators have been manipulated or triggered.
- All types of damaged caused by the device being dropped or broken.
- Consequences caused by not following the instructions of use and damage caused by negligent treatment or due to misuse or abuse.
- Consequences caused by wear, wear parts, consumables or defects that only insignificantly interfere with the value or suitability for use of the device.
- Batteries, including consequential damages caused by the use of defective or obsolete batteries and accumulators.
- Lamps and LEDs; free replacement is offered only within the first 90 days. The replacement must be performed by our service department.
- Devices that are used commercially.
- Damages caused by abnormal operating conditions such as tobacco smoke, evaporated edible oils, dust, and especially water or other liquids.
- Damages due to return shipping in nonsecure transport packaging.

Every request regarding guarantee or service made to StarQi GmbH requires proof of submission (in the interests of the customer). All equipment sent to us WITHOUT a completed guarantee/service card cannot be processed and assigned by us.

For complaints, repairs or warranty claims, please contact our service centre directly.

The warranty applies only to the original purchaser and is nontransferable.

A fully completed proof of purchase (with manufacturer's number and serial number) is required as proof for every guarantee claim.

This warranty is in addition to and in no way affects your other consumer rights.

Specifications

Type:

starQi Pen

Manufacturer:

Starqi GmbH, Othmar-Jaindl Weg 2, A-9523 Villach

Service-Center:

Starqi GmbH, Othmar-Jaindl Weg 2, A-9523 Villach

External power supply:

5V DC / 1000mA

Internal power supply:

Li-Ion Cell 3,7V DC 2600mAh

Current consumption:

Idle: 50mA; Active: up to 350mA; Charging: 1000mA

Temperature range:

Stock: -20°C to +50°C 0...95% r.F.

Operation: +0°C to +50°C 0...85% r.F.

Dimensions (LxWxH):

170x40x50 (mm)

Weight without accessories:

110g

Housing:

Carrier: SAN

Soft components: TPE

Bluetooth device name

StarQi Pen + serial number

Bluetooth Pairingcode:

0000 (four times the number zero)

Emitted wavelength:

950 nm

Emitted light output:

≤1 mW

Compliant Standards:

CE, FCC (FCCID: POOWML-C46)

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